MINUTES
Stakeholder Conference Call
June 16, 2006

Attendees: Stakeholders, Regional Community Services Staff, HarmonyIS Milestone Oversight team, HealthCarePerspective LLC team, Mrs. McIntosh-Wilson, and Daphne Rosalis

1. We have received most of the Provider Infrastructure Survey responses from providers and have summarized the information that was sent to us.
   o Currently we have 81 providers that provide waiver or case management services, 71 responded to our survey.
   o All of our comprehensive 310 boards responded
   o 13 out of 14 Arcs responded
   o 19 out of 10 MR 310
   o 24 of 34 independent providers responded.
   o Surveys will continue to be sent to providers as we work on setting up MRSIS. There will be a survey given at the end of the regional meeting to identify the claims entry person as well as the fiscal administrator. These are the two identified functions that will absolutely need to have a Two-Part Harmony license in order to bill for services and to retrieve reports such as the Remittance Advise.
   o 48 respondents expressed 1 or more concern about MRSIS and 22 expressed no concern
2. The ease of use, compatibility, concerns with cash flow and claims transmission were top concerns. Other concerns were with the data integrity of the system, internal cost to providers, training and support, case management functions and billing (we're working with stakeholders in the development of a billing component based on progress notes for phase II in MRSIS), span billing (this has been resolved and span billing will not be changed until Medicaid requires the change), finally compliance/security/and audit trail. We have looked at all of these concerns and feel confident that all have been addressed and will be resolved prior to going live with the system.
3. Fordyce Mitchel, Daphne Rosalis, and Becky Novak will be visiting each region to discuss MRSIS and to get feedback from providers. The first meeting was in Region 4. There were two meetings held, one in the morning and one in the afternoon. Both meetings went well. There was a large crowd in the morning and a smaller crowd in the afternoon. The information was presented in a power point presentation. The rest of the meeting was spent talking to providers to find out about concerns and help walk individuals through scenarios.   Our goal is to be proactive and look for providers that might have problems to work with them before the system goes live. Each agency has unique concerns and unique ways of doing business our goal is to make sure everyone is aware of changes that will happen once MRSIS is live and that everyone is trying to resolve internal issues well in advance of the system going live.

4. We will be meeting in Mobile on June 26th, Birmingham and Tuscaloosa on June 27th, and Decatur on June 28th. All regions for the exception of Tuscaloosa will have a meeting scheduled in the morning and in the afternoon.
5. We have been working on a tentative training schedule for both internal staff as well as end users. Harmony will begin to test the claims manager in July and will deliver the claims manager module to DMR in September. At that time we will do internal testing. Once the internal testing has been completed the pilot sites will come in for training. Pilot sites will use the MRSIS system through the month of October to test for any bugs. Our pilot sites have been chosen. The recommendation was to have four or less pilot site so we have pilot sites in every region except for region 2. We will bring in the fiscal manager to be trained along side of the pilot sites so that the pilot sites will have a regional liaison in case of questions. We are asking the pilot sites to basically do double entry. We will ask that they bill using EDS and then bill using MRSIS. In October we will receive the clinical module of MRSIS and we'll begin to conduct internal testing then pilot site testing just as we did with the claims manger. The clinical module of MRSIS contains on-line waiver application and waits list eligibility paperwork. Again, we will have pilot sites come to Montgomery and learn the system with the regional waitlist or waiver liaison. The pilot sites will go back to their office and will work on the clinical piece of the testing. That testing will end in the middle of November.
6. This training is hands on so there must be space that has computers with high speed internet available. We were able to secure four training sites with adequate equipment. There is a short amount of time to get a lot of people trained and there is a cost associated with renting computer lab space. Training sites will be in Huntsville, Mobile, Partlow, and in Montgomery so some folks will have to travel.
7. The claims management training will be broken into two tracks, one for claims entry the other for fiscal administration. This training will begin in January and each track will be half day training sessions. Starting mid January through the end of February we'll train case managers on the clinical module of MRSIS. Case management training is more extensive. There is data to input in the system, there is more workflow, and there are more tools associated with this module. We will be training case mangers for two consecutive days. The case manager will need to come to both of the training days and in order to get a user name the case manager must show that they have completed the two-day training session.
8. "Go Live" for the claims system is February 1, 2007 and the case management piece will go live March 1, 2007.
9. We will continue to have conference call meetings even though some may be short. If you have questions about the system please e-mail to Daphne and she will work to get an answer. Sometimes we don't have answers because the design hasn't been completed. Most all concerns expressed by providers have been addressed with Harmony and taken into consideration as we move forward with the design.
10. No further questions. The next conference call will be held on June 30, 2006.